

## 059 - CLERK-RECORDER

### Operational Summary

#### Mission:

The Clerk-Recorder Office's mission is to provide a reliable repository for public records and to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance. Public records will be readily accessible to citizens/taxpayers in a convenient manner while safeguarding confidentiality and the security of those records.

#### Strategic Goals:

- Provide prompt and reliable service to the public.
- Enhance public records accessibility.
- Safeguard security over the public's records.

#### Key Outcome Indicators:

Performance Measure	2004 Business Plan Results	2005 Business Plan Target	How are we doing?
<b>CONTINUE CUSTOMER SATISFACTION SURVEYS WHICH RATE OVERALL VALUE OF OUR SERVICE TO THE PUBLIC.</b> <b>What:</b> Survey forms measure customer satisfaction and ensure we are addressing customer needs. <b>Why:</b> Quality customer service is our top priority.	Survey results are 99% above standard.	Survey results are targeted to be at least 99% above standard.	The Orange County Clerk-Recorder's Office provides the highest level of service at the lowest cost-per-service unit of any major county in California.
<b>THE NUMBER OF DOCUMENTS UTILIZING ELECTRONIC RECORDING.</b> <b>What:</b> This measurement provides higher levels of transactions with minimal staffing increases. <b>Why:</b> Public has access to recorded documents within short timeframes.	367,441 documents using electronic recording were processed.	600,000 documents are targeted to use Electronic Recording.	Documents submitted via Electronic Recording are recorded within one-two hours of submittal.
<b>NUMBER OF RECORDS CONVERTED TO ALTERNATE MEDIA TO ENSURE EASE OF ACCESS AND PRESERVATION AND SAFETY.</b> <b>What:</b> This measurement is a tool to evaluate efforts to provide access and safeguard the public's records. <b>Why:</b> To provide added security to public records now and for future retrieval.	4 million recordable/vital record images transferred from microfilm to digitized images.	Over 10 million official records targeted for processing to digital images.	The Office's technology plan enhancements are on track and priority continues to be placed on security of records.

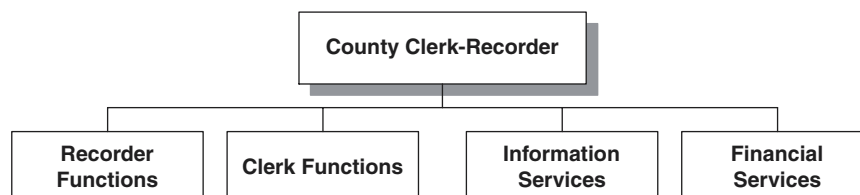
#### At a Glance:

Total FY 2004-2005 Projected Expend + Encumb:	8,905,749
Total Recommended FY 2005-2006	10,240,360
Percent of County General Fund:	0.39%
Total Employees:	102.00

## FY 2004-05 Key Project Accomplishments:

- Department implemented the following during FY 04-05:
- E-Marriage License Application System. This system allows customers to complete a Marriage License application from the Internet. The system reduces staff data entry by 95%. The average time to apply for a marriage license has been dramatically reduced from 20 minutes to 5 minutes.
- Automated Oath of Office System. This system contains an imaging and database system to manage the business process of filing, retrieving, tracking, maintaining and printing of Oath of Office documents. This allows staff and the public to search the database and retrieve electronic copies of the image. Prior to implementing the system the process was completely manual using paper documents, manual sorting, filing and retrieving. Significant staff hours have been saved with the implementation of this system.
- Automated Notary Public Registration System. This system contains an automated database and imaging component for the registration and archival of various Notary Public registration forms. The system also includes e-pad signature technology, which captures the Notary's signature and stores it for future use.
- E-Notary Application System. This system allows customers to complete a Notary Public application on the Internet. The data is collected and imported into the E-Notary System. The system reduces staff data entry by 95%. The average time to register a Notary Public has been dramatically reduced from 20 minutes to 8 minutes.
- Clerk-Recorder converted approximately 81,000 Confidential Marriage Licenses from paper to TIFF image. This enhances and accelerates the retrieval, handling and processing time involved in issuing a certified copy from 20 minutes to 6 minutes.
- Department converted the following during FY 04-05:
- Approximately 1.8 million official record images from microfilm to TIFF image.
- Approximately 9,469 Oath of Office filings from paper to TIFF image. This enhances and accelerates the retrieval, handling and processing time involved in issuing a copy from 15 minutes to 5 minutes.
- Grantor/Grantee index for 1970-1978 from microfiche to a digital format. This enhances and accelerates the retrieval, handling and processing time involved in locating a record from 20 minutes to 5 minutes.
- In 2004, the Archives prepared and displayed three collections entitled "Orange County in the Great War", "The Orange County Civic Center - Past & Present", and "The Orange County Archives" which included a general overview of our entire collection.
- Archives also assisted 1,035 research visitors and responded to over 2,000 telephone and e-mail inquiries.
- The Archives also presented two public seminars at the Old Courthouse. One was titled "Digging for Orange County's Buried Treasures", which was a basic overview and tour of the Archives. The second was titled "Researching Orange County's Hispanic Heritage", which provided information of how many of the cities in the county got their names and how to use the Archives for genealogy research.

## Organizational Summary



**County Clerk-Administration** - The Clerk-Recorder is an elected official who, with the administrative staff, directs the activities of the department in satisfying the needs of the public regarding the recordation of various real property documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names and other documents.

**Recorder Functions** - This division assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine recordability, recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

**Clerk Functions** - This division is responsible for issuing marriage licenses and performing civil wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates. The Archives division identifies, collects, preserves, arranges, maintains records of historical significance relevant to the County and County government, and educates the public as to their use. The Archives serves as both a repository for these unique documents and as a resource center open to the public.

**Information Services** - This division provides technical and user support for all automated systems within the department. Staff provides short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

**Financial Services** - This division is responsible for the fiscal integrity of the Department through the assessment of funding needs and fiscal issues that may impact Department activities. This includes budget planning, development, monitoring and implementation; oversight of expenditures and revenues; purchasing and deposit of funds.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- No new positions were added in FY 2005-2006.

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder's Office will continue to review costs of operation, maximize service to the public, and contribute revenues in excess of expenses to the County General Fund.

### Changes Included in the Recommended Base Budget:

During the 3rd Quarter of FY 04-05, one (1) Limited-Term Office Specialist position that had temporarily been filled with an Executive Assistant position was deleted, and one (1) permanent Executive Assistant position was added.

## Proposed Budget History:

Sources and Uses	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual	Budget As of 3/31/05	Projected <sup>(1)</sup> At 6/30/05	Recommended	Projected Amount	Percent
Total Positions	-	102	102	102	0	0.00
Total Revenues	22,171,241	16,902,530	16,049,250	16,490,776	441,526	2.75
Total Requirements	8,446,426	10,058,614	9,805,142	10,240,360	435,218	4.43
Net County Cost	(13,724,814)	(6,843,916)	(6,244,108)	(6,250,416)	(6,308)	0.10

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2004-05 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Clerk-Recorder in the Appendix on page page 523

## Budget Units Under Agency Control:

No.	Agency Name	County Clerk- Administration	Recorder Functions	Clerk Functions	Information Services	Financial Services	Total
059	Clerk-Recorder	3,618,223	2,971,552	1,229,195	1,936,685	484,705	10,240,360
12D	Clerk Recorder's Special Revenue Fund	6,008,500	0	0	0	0	6,008,500
	Total	9,626,723	2,971,552	1,229,195	1,936,685	484,705	16,248,860

## 059 - Clerk-Recorder

### Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		Change from FY 2004-2005	
	Actual		Budget As of 3/31/05		Projected <sup>(1)</sup> As of 6/30/05		Projected Amount	Percent
Licenses, Permits & Franchises	\$ 462,015		\$ 485,000		\$ 531,098		\$ (46,098)	-8.67%
Revenue from Use of Money and Property	0		0		2,600		(2,600)	-100.00
Charges For Services	21,647,931		15,811,530		15,506,715		(731,939)	-4.72
Miscellaneous Revenues	59,897		6,000		7,634		(1,634)	-21.40
Other Financing Sources	1,398		600,000		1,203		1,223,797	101,728.76
<b>Total Revenues</b>	<b>22,171,241</b>		<b>16,902,530</b>		<b>16,049,250</b>		<b>441,526</b>	<b>2.75</b>
Salaries & Benefits	5,891,714		6,173,522		6,028,821		304,668	5.05
Services & Supplies	2,382,899		3,844,205		2,989,242		876,742	29.32
Fixed Assets	277,414		154,350		898,250		(743,900)	-82.81
Intrafund Transfers	(105,600)		(113,463)		(111,171)		(2,292)	2.06
<b>Total Requirements</b>	<b>8,446,426</b>		<b>10,058,614</b>		<b>9,805,142</b>		<b>435,218</b>	<b>4.43</b>
<b>Net County Cost</b>	<b>\$ (13,724,814)</b>		<b>\$ (6,843,916)</b>		<b>\$ (6,244,108)</b>		<b>\$ (6,308)</b>	<b>0.10%</b>

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2004-05 projected requirements included in "At a Glance" (Which exclude these).

### Proposed Budget Summary of County Clerk-Administration:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		Change from FY 2004-2005	
	Actual		Budget As of 3/31/05		Projected <sup>(1)</sup> As of 6/30/05		Projected Amount	Percent
Licenses, Permits & Franchises	\$ 462,015		\$ 485,000		\$ 531,098		\$ (46,098)	-8.67%
Revenue from Use of Money and Property	0		0		2,600		(2,600)	-100.00
Charges For Services	19,285,363		15,163,362		14,563,661		(437,053)	-3.00
Miscellaneous Revenues	59,897		6,000		7,634		(1,634)	-21.40
Other Financing Sources	1,398		600,000		1,203		1,223,797	101,728.76
<b>Total Revenues</b>	<b>19,808,673</b>		<b>16,254,362</b>		<b>15,106,196</b>		<b>736,412</b>	<b>4.87</b>
Salaries & Benefits	851,731		925,290		905,112		160,015	17.67
Services & Supplies	1,445,305		2,650,780		2,087,036		579,523	27.76
Fixed Assets	78,762		0		148,178		(148,178)	-100.00
Intrafund Transfers	(105,600)		(113,463)		(111,171)		(2,292)	2.06
<b>Total Requirements</b>	<b>2,270,198</b>		<b>3,462,607</b>		<b>3,029,155</b>		<b>589,068</b>	<b>19.44</b>
<b>Net County Cost</b>	<b>\$ (17,538,475)</b>		<b>\$ (12,791,755)</b>		<b>\$ (12,077,041)</b>		<b>\$ (147,344)</b>	<b>1.22%</b>

### Proposed Budget Summary of Recorder Functions:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual	Budget As of 3/31/05	Projected <sup>(1)</sup> As of 6/30/05	Recommended	Projected Amount	Percent
Charges For Services	\$ (3,750)	\$ 648,168	\$ 0	\$ 648,168	\$ 648,168	0.00%
<b>Total Revenues</b>	(3,750)	648,168	0	648,168	648,168	0.00
Salaries & Benefits	2,766,949	2,847,124	2,847,195	2,971,552	124,357	4.36
Services & Supplies	10,550	0	6,322	0	(6,322)	-100.00
Fixed Assets	8,014	0	0	0	0	0.00
<b>Total Requirements</b>	2,785,513	2,847,124	2,853,517	2,971,552	118,035	4.13
<b>Net County Cost</b>	\$ 2,789,263	\$ 2,198,956	\$ 2,853,517	\$ 2,323,384	\$ (530,133)	-18.57%

### Proposed Budget Summary of Clerk Functions:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual	Budget As of 3/31/05	Projected <sup>(1)</sup> As of 6/30/05	Recommended	Projected Amount	Percent
Salaries & Benefits	\$ 1,319,515	\$ 1,405,982	\$ 1,216,133	\$ 1,229,195	\$ 13,062	1.07%
Services & Supplies	36,895	0	60,506	0	(60,506)	-100.00
<b>Total Requirements</b>	1,356,409	1,405,982	1,276,639	1,229,195	(47,444)	-3.71
<b>Net County Cost</b>	\$ 1,356,409	\$ 1,405,982	\$ 1,276,639	\$ 1,229,195	\$ (47,444)	-3.71%

### Proposed Budget Summary of Information Services:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual	Budget As of 3/31/05	Projected <sup>(1)</sup> As of 6/30/05	Recommended	Projected Amount	Percent
Charges For Services	\$ 2,366,318	\$ 0	\$ 943,054	\$ 0	\$ (943,054)	-100.00%
<b>Total Revenues</b>	2,366,318	0	943,054	0	(943,054)	-100.00
Salaries & Benefits	537,241	538,383	582,679	585,910	3,231	0.55
Services & Supplies	889,667	1,193,425	834,968	1,196,425	361,457	43.28
Fixed Assets	190,638	154,350	750,072	154,350	(595,722)	-79.42
<b>Total Requirements</b>	1,617,546	1,886,158	2,167,719	1,936,685	(231,034)	-10.65
<b>Net County Cost</b>	\$ (748,772)	\$ 1,886,158	\$ 1,224,665	\$ 1,936,685	\$ 712,020	58.13%

### Proposed Budget Summary of Financial Services:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005	FY 2004-2005	Change from FY 2004-2005		
		Budget		Projected <sup>(1)</sup>	FY 2005-2006	Projected	
	Actual	As of 3/31/05	As of 6/30/05	Recommended	Amount	Percent	
Salaries & Benefits	\$ 416,278	\$ 456,743	\$ 477,702	\$ 481,705	\$ 4,003	0.83%	
Services & Supplies	482	0	410	3,000	2,590	631.70	
Total Requirements	416,760	456,743	478,112	484,705	6,593	1.37	
Net County Cost	\$ 416,760	\$ 456,743	\$ 478,112	\$ 484,705	\$ 6,593	1.37%	